EXHIBIT OSS – 30

Training Class Agenda for CLEC Basic

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Course Information: CLEC Basic - 5-Day Course

chnical, legal and regulatory changes may affect information provided in this course. Changes made subsequent to the publications of this are not reflected in this course material.

Performance Objectives
Course Agenda

Course Description

CLEC Basic was created to meet the needs of anyone requiring fundamental knowledge of the BellSouth - CLEC relationship. Designed for CLECs who have established "Q" accounts, this course also addresses pre-ordering, manual ordering, provisioning, billing, and maintenance of BellSouth products and services in a resale environment. The role of account teams is also addressed.

As the cornerstone course of the CLEC training curriculum, CLEC Basic provides critical skills and knowledge necessary for success in many of the additional courses in the CLEC curriculum. CLEC Basic or CLEC Basic Service Ordering are prerequisites for admittance to the following courses:

- Local
- Exchange Navigation System (LENS)
- Customer Service Records (CSR)
- Complex Products Service Ordering
- Listings

Target Population:

- All personnel who need a working knowledge of the CLEC - BellSouth interface in the area of non-complex resale.
- CLEC employees involved in the day to day activities of ordering, customer services/support, provisioning, and maintenance.

Performance Objectives:

Upon successful completion of CLEC Basic, attendees will:

Have a general understanding of -

- BellSouth - CLEC relationships and responsibilities and key terminology (a glossary of terms is provided)
- Key aspects of Account Team responsibilities in the ordering and provisioning process for resale services
- Business procedures including maintenance policies and procedures
- The basic arrangement of the Local Service Network Due date assignments, change and cancellation policies

Identify and interpret -

- Pre order information requirements
- Customer Service Record (CSR) for typical noncomplex voice products

Utilize -

- Key information enabling them to interface with BellSouth for ordering and provisioning of resold local exchange service
- The CLEC Customer Guides and BellSouth databases to order typical noncomplex voice products

Complete -

- Ordering documents for typical noncomplex products and order types

Course Agenda
Day 1:

Welcome/Introductions/Administrative Issues
Course Objectives and Schedule
Discovery Alignment
BellSouth Overview
BellSouth Acronyms
LCSC/CLEC Roles and Responsibilities
Overview of the Local Service Network
Tariffs
USOC (Uniform Service Order Codes)
Customer Service Records
Pre-Ordering Functions and Interfaces
- Address Validation
- Service and Feature Availability
- Telephone Number Assignment
- Due Date Offerings
- CSRs

Day 2:

Policies for Users with Disabilities
Annoyance Call Center
Customized Calling Restrictions
Long Distance Carrier Selection (PIC and LPIC)
Calling Cards
Ordering Methods: Lens, EDI, TAG, and Manual
Completion of Ordering Forms: Local Service Request (LSR),
End User Information
(EU), Resale Service (RS), and Directory Listing Request (DLR)

Clarification Process

Day 3:

Conversion Examples

Sources of Information on the Internet
A hands on session of exploring various web sites
Utilizing on-line documentation for: tariffs, USOCs, User
Guides, and Ordering Guides
Announcements, informational letters, and product
information

Day 4:

Practice Case Problems
Cover Solutions to Case Problems

Day 5:

Billing/Club Bill
Provisioning
Maintenance
Follow up questions and Review
Post Alignment
Conclusion and Dismissal

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